Transcript: Franchesca Baez-5727022004781056-4579723497127936

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Yes, my name is Veronica and I am calling from provider's office of Tarrant County Hospital. And I am needing to get some sort of claim status for a patient, on behalf of a patient. Sure thing. I can take a look and see w- who the carrier is. What provider office are you calling with? Tarrant County Hospital. T-E-R-N County Hospital? T-A-R-R-A-N-T County Hospital. Thank you. And what are the first and last name of that patient? The first name is, um, Bili- Bilik- I'm gonna spell it for you. B-I-L-I-K-I-S-U is the first name. The last name is Obatola. It's O-B-A-T-A-L-A. Eh, uh, O-B-A-T-O-L-A. Sorry. All right. And what is the date of birth? 04/05/65. Okay. And this is a medical, dental or vision claim? Medical. And what day was services provided? 02/24/23. So the only thing is, my system only allows me to see as far as July 2023. By that time, the policy itself had already been canceled. And I don't show us receiving any payment prior to, uh, March of 2023. If you like, I can give you the information for the medical carrier of the last policy they had active- Okay. ... to see if the benefit was active with the carrier 'cause we're just the administrator, so our system is kind of limited to the record information. Okay. On the back in 2023, it shows the policy was with American Public Life. I just can't verify whether or not he was active during that time of service. American Public Life? Yes, ma'am. And their phone number, let me know when you're ready. Yes. Go ahead with that. 800-256-8606. Okay, great. Thank you for your help. Of course. Would you like me to transfer you to them? Yes, please. Bear with me one moment.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits ... My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, my name is Veronica and I am calling from provider's office of Tarrant County Hospital. And I am needing to get some sort of claim status for a patient, on behalf of a patient.

Speaker speaker_1: Sure thing. I can take a look and see w- who the carrier is. What provider office are you calling with?

Speaker speaker_2: Tarrant County Hospital.

Speaker speaker_1: T-E-R-N County Hospital?

Speaker speaker_2: T-A-R-R-A-N-T County Hospital.

Speaker speaker_1: Thank you. And what are the first and last name of that patient?

Speaker speaker_2: The first name is, um, Bili- Bilik- I'm gonna spell it for you. B-I-L-I-K-I-S-U is the first name. The last name is Obatola. It's O-B-A-T-A-L-A. Eh, uh, O-B-A-T-O-L-A. Sorry.

Speaker speaker_1: All right. And what is the date of birth?

Speaker speaker_2: 04/05/65.

Speaker speaker_1: Okay. And this is a medical, dental or vision claim?

Speaker speaker_2: Medical.

Speaker speaker_1: And what day was services provided?

Speaker speaker_2: 02/24/23.

Speaker speaker_1: So the only thing is, my system only allows me to see as far as July 2023. By that time, the policy itself had already been canceled. And I don't show us receiving any payment prior to, uh, March of 2023. If you like, I can give you the information for the medical carrier of the last policy they had active-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to see if the benefit was active with the carrier 'cause we're just the administrator, so our system is kind of limited to the record information.

Speaker speaker_2: Okay.

Speaker speaker_1: On the back in 2023, it shows the policy was with American Public Life. I just can't verify whether or not he was active during that time of service.

Speaker speaker_2: American Public Life?

Speaker speaker_1: Yes, ma'am. And their phone number, let me know when you're ready.

Speaker speaker_2: Yes. Go ahead with that.

Speaker speaker_1: 800-256-8606.

Speaker speaker_2: Okay, great. Thank you for your help.

Speaker speaker_1: Of course. Would you like me to transfer you to them?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Bear with me one moment.